MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022/2023

BMO2034 – MANAGING ORGANISATIONAL BEHAVIOUR

(All Sections/Groups)

05 OCTOBER 2023
9:00am – 11:00am
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **TWO (2)** pages with **ONE (1) SECTION.**
2. Answer **ALL** questions. The distribution of the marks for each question is given.
3. Write all your answers in the Answer Booklet provided.

QUESTION 1

a) Self-directed work teams are groups of employees who combine their talents to work without the influence of traditional manager-based supervision. Based on your understanding, describe any **THREE (3)** distinctive features of a typical self-directed team. (15 marks)

b) Team cohesiveness means everyone understands their role, embraces their strengths, and is committed to the overall team goals. As such, list any **FOUR (4)** factors affecting team cohesion. (10 marks)

(Total: 25 marks)

QUESTION 2

a) One of the most popular sources of power these days are power that comes through social networking. Define the power through social network and explain how it is associated with strong and weak ties. (15 marks)

b) In any workplace, leaders would possess a certain degree of influence. Explain any **FOUR (4)** type of influence that exists in organization and provide an example for each influence. (10 marks)

(Total: 25 marks)

QUESTION 3

a) Describe the **THREE (3)** different third-party conflict resolution interventions. Which of these interventions is most appropriate in organizations? Why? (15 marks)

b) List and explain any **FOUR (4)** structural approaches to conflict management. (10 marks)

(Total: 25 marks)

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QUESTION 4

List and explain any **FIVE (5)** categories of leadership competencies.

(25 marks)

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